

CONSUMER RIGHTS

EACH CONSUMER IN A HORIZON CHEMICAL DEPENDENCY OR MENTAL HEALTH TREATMENT PROGRAM HAS THE RIGHT:

1. To provide consent for treatment. Participation in treatment is voluntary. Horizon Health Services' chemical dependency services are provided under Part 822 of the NYS Code of Rules and Regulations.
2. To confidentiality consistent with HIPAA, Title 42, Code of Federal Regulations, NYS Mental Hygiene Law.
3. To a full explanation of the services provided in accordance with their treatment plan, and to know the names of all staff members responsible for their care.
4. To an individually designed plan of treatment including specific goals based on his/her needs, which the consumer has participated in developing to the extent of his/her capacity.
5. To not be terminated from treatment solely based on their objection to, or disagreement with, any portion of the treatment plan, unless such objection renders the consumer's continued participation clinically inappropriate, or endangers the consumer's or others safety.
6. To have access to their clinical record consistent with good clinical practice and applicable laws.
7. To receive clinically appropriate care and treatment that is suited to their needs, and is skillfully, safely, and humanely administered with full respect for their dignity and personal integrity.
8. To receive services which do not discriminate on the basis of sex, age, race, religion, national origin, sexual orientation, or physical or mental disability.
9. To receive services in a way that respects and acknowledges their cultural values, practices, and environment.
10. To an environment that maximizes privacy consistent with the effective delivery of services.
11. To freedom from threats, abuse and mistreatment by employees or other consumers.
12. To be aware that Horizon has policy for the management of clinical incidents.
13. To not receive services by staff members known to be under the influence of alcohol or illicit drugs, or by a previously addicted person known to be experiencing a relapse.
14. To obtain current information concerning his or her diagnosis, treatment, and alternate appropriate treatments in terms that s/he can be reasonably expected to understand.
15. To receive services in a physical environment which is safe, clean, reflective of human dignity, and conducive to effective treatment.
16. To receive treatment requiring the approval of a physician only upon written order of physician based on personal examination.
17. To receive information regarding the risks, benefits, and side-effects of any medication prescribed.
18. To examine and receive explanation of his/her bill regardless of the source of payment.
19. To be provided a notice of these rights upon admission.
20. To be informed of Horizon's Grievance Procedures, and to initiate any question, complaint, or objection accordingly, and to be informed of other resources for assistance regarding their rights, including:

Herbert M. Weis, Ph.D.
Horizon Corporate Compliance/
Privacy Officer
3020 Bailey Avenue,
Buffalo, New York 14215
716-831-1800

NYS Office of Mental Health
Quality Assurance Division
44 Holland Avenue
Albany, NY 12229
1-800-597-8481
En Español: 1-800-597-8481

Arlene Gonzalez-Sanchez,
Commissioner
NYS Office of Alcoholism
and Substance Abuse Services
1450 Western Avenue
Albany, NY 12203-3526

NYS Department of Health
584 Delaware Avenue
Buffalo, NY 14202
Medical Conduct: 716-847-4532
Hospital & Primary Care: 716-847-4357

Commission on Quality of Care
for the Mentally Disabled
401 State Street
Schenectady, New York 12305
1-800-624-4143

Protection and Advocacy for
Individuals with Mental Illness
237 Main Street, Suite 400
Buffalo, NY 14203
716-874-0650
716-874-1322

NYS Office of Alcoholism
and Substance Abuse Services
Client Advocacy Unit
501 7th Avenue
New York, NY 10019
1-800-553-5790

Alliance on Mental Illness:
• NYS: 1-518-262-2000
• NYS Helpline: 1-800-950-3228
• Erie: 716-832-4035
• Niagara: 716-754-7742